

2006-222C - 226717 2006-223C 226718 2000-520-C -226719

November 4, 2010 Charles Terreni Chief Clerk and Administrator Public Service Commission of South Carolina P O Box 11649 Columbia SC 29211

C. Dukes Scott
Executive Director
Office of Regulatory Staff
P O Box 11263
Columbia SC 29211

Re: Quality of Service Reports for Hargray Telephone Co. Inc., Bluffton Telephone Co. Inc., and Hargray Inc. for the quarter ended 09/30/10.

**Dear Sirs:** 

I have enclosed the Quality of Service reports for Hargray and Bluffton Telephone Companies. Also, enclosed you will find the CLEC Quality of Service report for Hargray Inc.

Please contact me at 843-686-1164 if you should have any questions.

Yours truly.

**Alita Newton** 

**Regulatory Analyst** 

**Hargray Communications** 

**Enclosures** 

### PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

# ILEC QUARTERLY SERVICE QUALITY REPORT

### SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY TELEPHON	E COMPANY	. 400-70-0-0-0-0-0		
QUARTER / YEAR Q3 _ / 2010				
Reporting Month	JULY	AUGUST	SEPTEMBER	
Number of Customer Access Lines Provided:				
New Service Applications Held Over 30 Days:				
Trouble Reports / Access Line (%) Objective: <7%				
Customer Out of Service Clearing Times(%) (Objective: > 85% w/in 24 hrs)				
New Installs Completed w/in 5 Days(%) (Objective: > 85% w/in 5 working days)				
Commitments Fulfilled(%) Objective: >85%				
Number of Lifeline Customers:				
Comments / Explanations:				
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Preparer's Name: Alita Newton				
Phone and Email: 843-686-1164 alita.newton@htc.hargray.com				

## PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

### **ILEC QUARTERLY SERVICE QUALITY REPORT**

# SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME BLUFFTON TELEPHONE COMPANY					
QUARTER / YEAR Q3 / 2010					
Reporting Month	JULY	AUGUST	SEPTEMBER		
Number of Customer Access Lines Provided:					
New Service Applications Held Over 30 Days:					
Trouble Reports / Access Line (%) Objective: <7%					
Customer Out of Service Clearing Times(%) (Objective: > 85% w/in 24 hrs)					
New Installs Completed w/in 5 Days(%) (Objective: > 85% w/in 5 working days)					
Commitments Fulfilled(%) Objective: >85%					
Number of Lifeline Customers:					
Comments / Explanations:					
Preparer's Name: Alita Newton					
Phone and Email: 843-686-1164 alita.newton@htc.hargray.com					

### PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

## **CLEC QUARTERLY SERVICE QUALITY REPORT**

# SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME	HARGRAY, INC.				
QUARTER / YEAR	Q3 / 2010				
Repo	orting Month	JULY	AUGUST	SEPTEMBER	
Number of Custome	r Access Lines Provided:				
New Service Applic	ations Held Over 30 Days:				
Trouble Reports / Ad Objective:					
	rvice Clearing Times (%) 85% w/in 24 hrs)				
	leted w/in 5 Days (%) w/in 5 working days)				
Commitments Fulfi Objective: >8				<u> </u>	
Comments / Explana	ations:				
Preparer's Name:	Alita Newton				
Phone and Email:	843-686-1164 alita.newton@htc.hargray.com				